

# **KING'S LYNN CHRISTIAN FELLOWSHIP**

## **ALSO KNOWN AS THE KING'S CENTRE**

### **COMPLAINTS POLICY**

If there is a complaint about King's Lynn Christian Fellowship (KLCF) we want to hear about it and respond appropriately.

Our Complaints Policy has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To use complaints constructively in the planning and improvement of all activities.

KLCF will endeavour to resolve any complaint as soon as possible from any of the following:

- A person attending a KLCF meeting or event that resulted in the complaint.
- A person viewing anything produced by, or on behalf of, KLCF.
- A person hiring, or attending an event at, the King's Centre.
- A person caring for someone who has a complaint.

#### **How to complain**

Many complaints can be resolved informally. In the first instance the complainant should contact the KLCF office and, if they feel able, ask to speak to the person concerned. Alternatively, they should ask to speak to one of the leaders who will endeavour to resolve the matter.

If making contact in person or by phone, the complainant should make a note of the name of the person to whom they spoke. If a solution is offered at this point, they should make a note of this as well.

If they are not satisfied or do not wish for an informal solution, they may pursue a formal complaint. They should write down the complaint and send it to:

The Office Manager  
King's Lynn Christian Fellowship  
The King's Centre  
Wellesley Street  
King's Lynn  
Norfolk  
PE30 1QD

The Office Manager will arrange for the complaint to be investigated, and the resulting findings will be conveyed to the Trustees and the complainant.

Should there be a complaint against the Office Manager, the written complaint should be addressed to the Chair of Trustees.